

ORDER OF AN EXECUTIVE OFFICER NOTICE OF CLOSURE

To: Banff Caribou Properties Ltd.
“the Owner”

Katy Lister
“the Owner”

Joseph Dowd
“the Owner”

RE: The “Whirlpool” located in Banff, Alberta and municipally described as:
Banff Rocky Mountain Resort – Indoor Whirlpool
1029 Banff Avenue, Banff, Alberta, T1L1A2

WHEREAS I, an **Executive Officer** of **Alberta Health Services**, have received a report about the above noted premises pursuant to the provisions of the Public Health Act, RSA 2000, c. P-37, as amended;

AND WHEREAS such report disclosed that the following conditions exist in and about the above noted premises which are or may become injurious or dangerous to the public health or which might hinder in any manner the prevention or suppression of disease, namely:

- a. The water sample collected on March 26, 2026, tested positive for *Pseudomonas aeruginosa*.
- b. The water sample collected on April 1, 2026, tested positive for *Pseudomonas aeruginosa*.
- c. The water sample collected on March 26, 2026, had a Heterotrophic Plate Count of >57,000 CFU/mL.
- d. The water sample collected on April 1, 2026, had a Heterotrophic Plate Count of 130 CFU/mL.
- e. The Free Available Chlorine in the basin was 0.50 ppm.

AND WHEREAS such report disclosed that the following breaches of the Public Health Act and the Public Swimming Pools Regulation, Alberta Regulation 204/2014 and the Pool Standards there under exist in and about the above noted premises, namely:

- a. The water sample collected on March 26, 2026, tested positive for *Pseudomonas aeruginosa*. This is in contravention of the Pool Standards, July 2014 (Amended January 2018), section 6.2, which states: In addition to 6.1, the quality of water in a public swimming pool operating at greater than 30 degrees Celsius must be maintained so that samples of the water do not show the presence of *Pseudomonas aeruginosa*.
- b. The water sample collected on April 1, 2026, tested positive for *Pseudomonas aeruginosa*. This is in contravention of the Pool Standards, July 2014 (Amended January 2018), section 6.2, which states: In addition to 6.1, the quality of water in a public swimming pool operating at greater than 30 degrees Celsius must be maintained so that samples of the water do not show the presence of *Pseudomonas aeruginosa*.

- c. The water sample collected on March 26, 2026, had a Heterotrophic Plate Count of >57,000 CFU/mL. This is in contravention of the Pool Standards, July 2014 (Amended January 2018), section 6.1(a), which states: The quality of water in a public swimming pool must be maintained so that the water does not have a heterotrophic plate count greater than 100 colony forming units per milliliter in a 100-milliliter sample.
- d. The water sample collected on April 1, 2026, had a Heterotrophic Plate Count of 130 CFU/mL. This is in contravention of the Pool Standards, July 2014 (Amended January 2018), section 6.1(a), which states: The quality of water in a public swimming pool must be maintained so that the water does not have a heterotrophic plate count greater than 100 colony forming units per milliliter in a 100-milliliter sample.
- e. The Free Available Chlorine in the basin was 0.50 ppm. This is in contravention of the Pool Standards, July 2014 (Amended January 2018), section 4.1.2 which states: The minimum free chlorine residual in a public swimming pool must be maintained as follows: 2.0 milligrams per litre in a public swimming pool with an operating water temperature of greater than 30 degrees Celsius.

AND WHEREAS, by virtue of the foregoing, the above noted premises are hereby declared to be **Closed**.

NOW THEREFORE, I hereby **ORDER** and **DIRECT**:

1. That the Owner immediately close the above noted premises.
2. That the Owner immediately undertake and diligently pursue the completion of the following work in and about the above noted premises, namely:
 - a. Backwash the whirlpool.
 - b. Treat the whirlpool by following either of these treatments:
 - i. Increase Free Available Chlorine (FAC) level to 20 - 50 ppm (with non-stabilized chlorine) and maintain a pH of 7.5 or lower, or
 - ii. increase the FAC to 10 ppm and lower the pH to 6.8 - 7.0 or Use a commercial treatment that utilizes an alternative disinfectant/oxidizer (accelerated hydrogen peroxide or chlorine dioxide). Follow the manufacturer's instructions.
 - c. Run the water through the circulation system for at least 4 - 6 hours.
 - d. Completely drain the whirlpool.
 - e. Scrub the whirlpool pool surfaces with acid or sanitizer.
 - f. Rinse off acid/sanitizer.
 - g. Refill the pool.
 - h. Adjust water chemistry to regular operating parameters.
 - i. Take a water sample and send it to the Prov lab.
 - j. Maintain Free Available Chlorine levels above 2.0ppm.
 - k. Verify chemical controllers are in good working condition and can maintain appropriate water chemistry levels.
3. That until such time as the work referred to above is completed to the satisfaction of an Executive Officer of Alberta Health Services; and the water sample taken under paragraph 2(i) is shown to be satisfactory the above noted premises shall remain closed.

The above conditions were noted at the time of receipt and may not necessarily reflect all deficiencies. You are advised that further work may be required to ensure full compliance with the Public Health Act and regulations, or to prevent a public health nuisance.

DATED at Banff, Alberta, April 6, 2026

Confirmation of a verbal order issued to Joseph Dowd on April 6, 2026.

Executive Officer
Alberta Health Services

You have the right to appeal

A person who a) is directly affected by a decision of a Regional Health Authority, and
 b) feels himself aggrieved by the decision

may appeal the decision by submitting a Notice of Appeal form within ten (10) days after receiving the order to:

Public Health Appeal Board
c/o Central Reception
Main Floor, ATB Place North Tower
10025 Jasper Avenue NW
Edmonton, Alberta, T5J 1S6
Phone: 780-222-5186
Fax: 780-422-0914
Email: HealthAppealBoard@gov.ab.ca
Website: <https://www.alberta.ca/public-health-appeal-board.aspx>

A Notice of Appeal form may be obtained by contacting the Public Health Appeal Board or visiting their website.

Health Legislation, Regulations and Standards

Electronic versions of the Public Health Act and Regulations are available at the Alberta King's Printer Bookstore 10611 - 98 Avenue, Main Floor, Park Plaza, Edmonton, Alberta, T5K 2P7 or <https://www.alberta.ca/alberta-kings-printer.aspx>.

Health Legislation and regulations are available for purchase. Please contact Alberta King's Printer Bookstore 10611 - 98 Avenue, Main Floor, Park Plaza, Edmonton, Alberta, T5K 2P7 or <https://www.alberta.ca/alberta-kings-printer.aspx>.

Copies of standards are available by visiting: <https://www.alberta.ca/health-standards-and-guidelines.aspx>

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RE: The Pool located in Banff, Alberta and municipally described as: Banff Rocky Mountain Resort – Indoor Whirlpool, 1029 Banff Avenue

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